

# TOWN OF HERNDON

*Enriching the Quality of Life and Promoting a Sense of Community*



## NEWS RELEASE

FOR IMMEDIATE RELEASE

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### **CUSTOMER RELATIONSHIP MANAGEMENT (CRM) SYSTEM IMPLEMENTED AT [WWW.HERNDON-VA.GOV](http://WWW.HERNDON-VA.GOV) *Citizens May Now File, Track Public Works Requests Online***

Herndon, VA (January 11, 2010) – The Town of Herndon has launched a new application on its Web site, [www.herndon-va.gov](http://www.herndon-va.gov), that enables citizens to report problems and request services via Cityworks, an online customer relationship management (CRM) system.

Cityworks, developed by Azteca Systems, handles requests to the town's Department of Public Works (DPW) and includes options for reporting problems, such as potholes, missing street signs, or graffiti, as well as for requesting DPW services such as large container rental or snow removal services. Once a request has been submitted via the system, users may log back into the system at any time, 24 hours a day, to check its status (open, in progress or complete).

The web interface to Cityworks was developed for the town by the Timmons Group, a Richmond-based engineering firm. The interface is accessible via the Web site's "Report a Problem" and "Online Services and Payments" pages, both located in the "Quick Links" section on the homepage. Currently, the CRM system is limited to requests to DPW; development of CRM applications for other town services is under way.

"Responsiveness to citizen requests for service is a hallmark of town operations and is a key element of our 2027 Vision tenet 'Exceptional Service,'" said Mayor Steve DeBenedittis. "The launch of this easy-to-navigate CRM application on our Web site makes it more convenient than ever for citizens to request service *and* to track their requests, 24 hours per day, seven days per week."

The Town of Herndon was incorporated by the General Assembly of the Commonwealth of Virginia on January 14, 1879. Located in western Fairfax County, Herndon is the 3<sup>rd</sup> largest town in the Commonwealth and is home to more than 23,000 citizens. Businesses located within the Town of Herndon, which range from high tech enterprises to entrepreneurially-owned establishments, employ approximately 25,000 people. *Business Week* Magazine has named Herndon one of the nation's "Best Affordable Suburbs," and *Money* Magazine has ranked Herndon among its "Best Places for the Rich and Single."

For more information, visit the town's Web site at [www.herndon-va.gov](http://www.herndon-va.gov).

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